

**District Government Agency  
Ranking Chart Telephone Tester FY04 Second Quarter Results  
(As Compared to the District Average)**

<i>Agency</i>	<i>Courtesy</i>	<i>Knowledge</i>	<i>Etiquette</i>	<i>Overall</i>	<i>Average</i>	<i>Pass/Fail</i>
<b>Planning and Economic Development, Office of</b>	5.00	5.00	4.98	4.98	4.990	PASS
<b>Consumer and Regulatory Affairs, Department of</b>	5.00	4.95	5.00	4.86	4.953	PASS
<b>Policy and Legislative Affairs, Office of</b>	4.95	4.98	4.95	4.90	4.945	PASS
<b>Planning, Office of</b>	5.00	4.99	4.99	4.80	4.945	PASS
<b>Chief of Staff, Office of the</b>	5.00	4.98	4.96	4.77	4.928	PASS
<b>City Administrator, Office of the</b>	5.00	4.91	4.91	4.88	4.925	PASS
<b>Public Safety and Justice, Office of the Deputy</b>	5.00	4.95	4.86	4.88	4.923	PASS
<b>Health, Department of</b>	5.00	4.98	4.85	4.85	4.920	PASS
<b>Mayor's Suite</b>	5.00	4.89	4.88	4.84	4.903	PASS
<b>Contracting and Procurement, Office of</b>	5.00	4.89	4.93	4.76	4.895	PASS
<b>Arts and Humanities, Commission on</b>	5.00	4.94	4.83	4.73	4.875	PASS
<b>Cable Television and Telecommunications, Office</b>	4.99	4.79	4.97	4.74	4.873	PASS
<b>Chief Financial Officer, Office of the</b>	5.00	4.93	4.77	4.79	4.873	PASS
<b>Transportation, District Division of</b>	5.00	4.98	4.73	4.72	4.858	PASS
<b>Aging, Office on</b>	5.00	4.82	4.82	4.74	4.845	PASS
<b>Banking and Financial Institutions, Office of</b>	5.00	5.00	4.74	4.62	4.840	PASS
<b>Chief Technology Officer, Office of the</b>	5.00	4.85	4.81	4.68	4.835	PASS
<b>Secretary, Office of the</b>	4.98	4.88	4.88	4.52	4.815	PASS
<b>Metropolitan Police Department</b>	4.98	4.99	4.67	4.61	4.813	PASS
<b>Human Rights</b>	5.00	4.94	4.65	4.60	4.798	PASS
<b>Children, Youth and Families and Elders, Office of</b>	5.00	4.79	4.79	4.52	4.775	PASS
<b>Mental Health, Department of</b>	5.00	4.95	4.72	4.37	4.760	PASS
<b>Public Works Director's Office, Department of</b>	5.00	4.85	4.84	4.35	4.760	PASS
<b>Property Management, Office of</b>	4.99	4.69	4.69	4.55	4.730	PASS
<b>Parks &amp; Recreation, Department of</b>	4.97	4.64	4.75	4.54	4.725	PASS
<b>Mayor's Call Center</b>	5.00	4.71	4.58	4.56	4.713	PASS
<b>Fire and Emergency Medical Services, Department</b>	4.98	4.70	4.63	4.53	4.710	PASS
<b>Documents and Administrative Issuances, Office</b>	4.97	4.94	4.58	4.27	4.690	PASS
<b>Housing and Community Development,</b>	5.00	4.47	4.72	4.53	4.680	PASS
<b>District Average</b>	4.99	4.88	4.81	4.67	4.667	
<b>Child and Family Services</b>	4.89	4.74	4.56	4.40	4.648	PASS
<b>Local Business Development, Office of</b>	4.98	4.70	4.47	4.41	4.640	PASS
<b>Corrections, Department of</b>	4.99	4.72	4.51	4.28	4.625	PASS
<b>Tuition Assistance Grants Program</b>	4.99	4.74	4.45	4.32	4.625	PASS
<b>Operations, Deputy Mayor for</b>	5.00	4.83	4.50	4.13	4.615	PASS
<b>Public Library</b>	5.00	4.75	4.40	4.27	4.605	PASS
<b>Inspector General, Office of the</b>	4.96	4.68	4.44	4.34	4.605	PASS
<b>Corporation Counsel, Office of the</b>	4.98	4.80	4.18	4.19	4.538	PASS
<b>Emergency Management Agency</b>	4.95	4.76	4.11	4.32	4.535	PASS
<b>Employment Services, Department of</b>	4.94	4.60	4.48	4.03	4.513	PASS
<b>Medical Examiner, Office of the Chief</b>	4.97	4.80	4.17	4.03	4.493	PASS
<b>Communications, Office of</b>	4.95	4.73	4.27	3.92	4.468	FAIL
<b>Insurance and Securities Regulation, Department</b>	5.00	4.14	4.55	4.01	4.425	PASS
<b>Personnel, Office of</b>	4.95	4.61	3.89	4.05	4.375	FAIL
<b>Tax and Revenue, Office of</b>	5.00	4.72	4.04	3.07	4.208	FAIL
<b>Child Support Enforcement, Office of</b>	5.00	4.19	4.17	3.13	4.123	FAIL
<b>Public Records Management, Office of</b>	4.93	4.86	3.33	2.98	4.025	FAIL
<b>Motor Vehicles, Department of</b>	4.63	5.00	4.50	1.36	3.873	FAIL
<b>Human Services, Department of</b>	4.92	3.73	3.69	2.90	3.810	FAIL

Agencies appearing in "Bold Print" met the performance target by achieving a rating of 4 or better in each rating category during the reporting period.